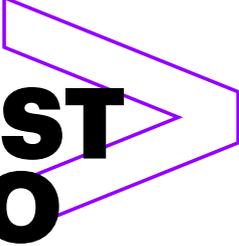# MAKING THE MOST OF GUIDEWIRE TO TRANSFORM YOUR ORGANIZATION

Guidewire InsuranceSuite™ is widely recognized as one of the leading insurance software suites, helping more than 260 carriers improve their operational efficiency, speed to market and customer experience.

Accenture is the integration, implementation and support partner that can help you gain the maximum benefit from your Guidewire applications.

As a Select member of the Guidewire PartnerConnect™ Consulting global network, we have delivered more than 500,000 hours of Guidewire services to leading carriers around the world. By leveraging an array of proprietary assets and accelerators, we have a solid track record of helping our clients boost their productivity within a 10 – 30% range.

ENSURING A SMOOTH IMPLEMENTATION

Deploying a large, agile program on a flexible platform is always a challenge. Accenture offers a differentiated approach that addresses the most critical aspects of implementation:

ORGANIZATION DESIGN AND TRAINING ENABLEMENT

Accenture helps clients develop a target state operating model and streamline processes. We have developed a library of Guidewire ClaimsCenter learning content mixing web-based and classroom learning, job aids and application simulations, the use of which has resulted in a 75% reduction in training time for customer service adjusters.

QUALITY

Our risk-based test approach enables early defect detection and maximum coverage with fewer test cases. Our repository of over 14,000 test cases, together with our automation test frameworks and suites leveraging market leading automation tools, ensure both quality and efficiency.

FUTURE-STATE BUSINESS PROCESS MODELS

Accenture's BPM Framework accelerates the shaping of future-state process models. We have extensive training capabilities, and assessment templates, roles, learning paths and training modules to accelerate Guidewire implementations.

INTEGRATION AND DATA MIGRATION

Accenture has all the tools, methodologies and capabilities required to build sustainable data models, and cost-effectively migrate data to the new platform and to target operational data stores.

PROGRAM MANAGEMENT AND DEVOPS

Guidewire delivery is supported by a team of over 12,000 Agile professionals, as well as tools and alliances that reduce delivery volatility and cost. Our DevOps offering uses automation to make deployments faster and more predictable.

FORMS MAINTENANCE

Our range of forms tools, methodologies, repositories, and offshore capabilities facilitate forms management while reducing costs by up to 30%.

WHY ACCENTURE?

Getting the most out of a new technology platform, and the transformation that accompanies it, takes a rare combination of attributes.

Accenture has decades of experience helping insurers achieve high performance. We serve 27 of the world's top 30 P&C carriers, some 80% of which have been clients for at least the past 15 years. Our ability to develop effective business strategies and operational blueprints, and then to help deliver the targeted outcomes, gives carriers the assurance of an ample return on investment.

ACCENTURE CAN HELP CLIENTS DRIVE A SUCCESSFUL GUIDEWIRE ENGAGEMENT BY BRINGING:

- Unequalled experience in helping insurers through every step of their transformation journey, combining leading insurance platforms with the full selection of emerging digital technologies.

- Our dedicated Guidewire Delivery Center – a skilled and seasoned global implementation team numbering more than 400 expert Guidewire professionals holding more than 200 certifications across Guidewire products, and this number is growing every day as we execute an aggressive capability development plan across Europe and our India Delivery Center.

- A powerful portfolio of industrialized Guidewire implementation tools, accelerators, best-practice frameworks and proven methodologies including ClaimCenter Training content, 24/7 ClaimCenter support, PolicyCenter Testing, PolicyCenter & BillingCenter Operational Data Stores, and Agile Sprint Plans for Policy and BillingCenter.

- Robust Testing Automation capabilities with experience leveraging marketing leading automation tools such as Selenium and Tosca, the latter of which we have used to drive a 60% reduction in testing effort related to script creation and execution.

- The ability to scale our services for regional and global projects.

- A deep understanding of how to reinforce Guidewire using the latest analytics, digital marketing, mobile, cloud and social media solutions which is displayed in our Digital Insurance Showcase Center (DISC) where clients can see demonstrations of the Guidewire suite integrated with innovative insurance solutions such as a self-service portal, chatbots, and Salesforce.com.

- And a five-year track record of successful Guidewire implementations and support.

This adds up to an unmatched track record of helping insurers drive business transformation through Guidewire software.

ACCENTURE'S STRONGEST GROWTH IS IN IMPLEMENTATION SERVICES

"Accenture's worldwide IT services revenue grew 6.9% in U.S. dollars (8.8% in constant currency) in 2016 to reach **$34.1 billion,** maintaining its position as the second-largest IT services provider in terms of market share ranking. **Eighty-one percent** of Accenture's revenue comes from two regions: North America (with 47.1% on growth of 9.9%) and Western Europe (with 33.5% on growth of 8.3%). It also ranks No. 2 in both these regions, with no change in ranking from 2015. Growth in its implementation services was the strongest in terms of segment growth during 2016, with 13.1% in constant currency."

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ACCENTURE'S GUIDEWIRE EXPERTISE IN ACTION

CLAIMS SYSTEM TRANSITION AND SUPPORT

This top 20 global P&C group, with operations in more than 20 countries, had standardized on Guidewire ClaimCenter® in its three primary markets: North America, Europe and Asia-Pacific. But it was supporting three different versions with separate support models. In order to provide application development and maintenance services to the carrier globally, Accenture built a centralized Guidewire ClaimCenter support team in India with over 60 resources, supported by a small team in each of the key markets. All three service transitions were successfully concluded in less than three months, in the process reducing the group's application support costs and introducing more flexible, consistent ways of working.

CORE INSURANCE SYSTEM DEPLOYMENT

Pacifico Seguros is one of the largest insurers in Latin America. Accenture is implementing the entire Guidewire InsuranceSuite, including PolicyCenter, BillingCenter and ClaimCenter. Within six months we had helped the carrier halve its time-to-market and reduce its sales costs per policy by 35%. The full suite for the auto line of business was successfully delivered within 12 months, and the property, liability and retail & commercial motor lines 11 months later. The last to be implemented are the remaining commercial lines and specialty products.

> ❝ **Accenture brings to Pacifico a robust combination of deep functional, technical and management skills which have been fundamental to the success of our transformation program. They were able to quickly put together a high performance team who helped us shape, plan and execute a highly complex project within a very aggressive timeline. After successful implementation of the first release, we are now moving to the next phases of the program and I am confident Pacifico has selected the right partner for our journey.** ❞
>
> *Axel Pozo, CIO, Pacifico Seguros*

TRAINING DESIGN AND IMPLEMENTATION

This large P&C insurer had launched the first of four major transformation programs, implementing Guidewire's ClaimCenter software. This entailed changing not only its claims processes but also the roles and responsibilities of its claims representatives. Accenture helped develop a new end-user learning strategy and a new 120-hour role-based training curriculum for some 4,000 claims system users. This not only provided a reusable, highly leveragable set of content with its own tracking and reporting capabilities; it also reduced the average training delivery time from 40 to 32 hours, and cut costs by 25%.

PLATFORM TRANSFORMATION

AXA, the leading French insurance group, has chosen Accenture to assist in the transformation of the business and IT capabilities of its Belgian claims activities. AXA Belgium and Accenture, together, will deliver a package-led re-platforming IT transformation (leveraging Guidewire software), and support the delivery of digital claims innovations.

> ❝ **Accenture has a clear vision of what the future of claims handling will look like in the digital world, a key reason why AXA selected Accenture as its partner.** ❞
>
> *André Vanden Camp, COO, AXA Belgium*

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ABOUT ACCENTURE

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions – underpinned by the world's largest delivery network – Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With more than 442,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com.